

Social context

- → Like other jurisdictions, Edmonton is navigating a series of broad, complex social issues related to:
 - Houselessness
 - Addictions
 - Mental health
 - ◆ Violence
- → Intersect with City transit services



Operational context

- → Social challenges impact our ability to provide safe and accessible transit service
- → Improving safety will increase ridership, further City objectives
- → Transit spaces are designed for the movement of people, not as shelter space
- → Experienced recent increases in drug, violent, and criminal incidents in transit



Current Resource Deployment

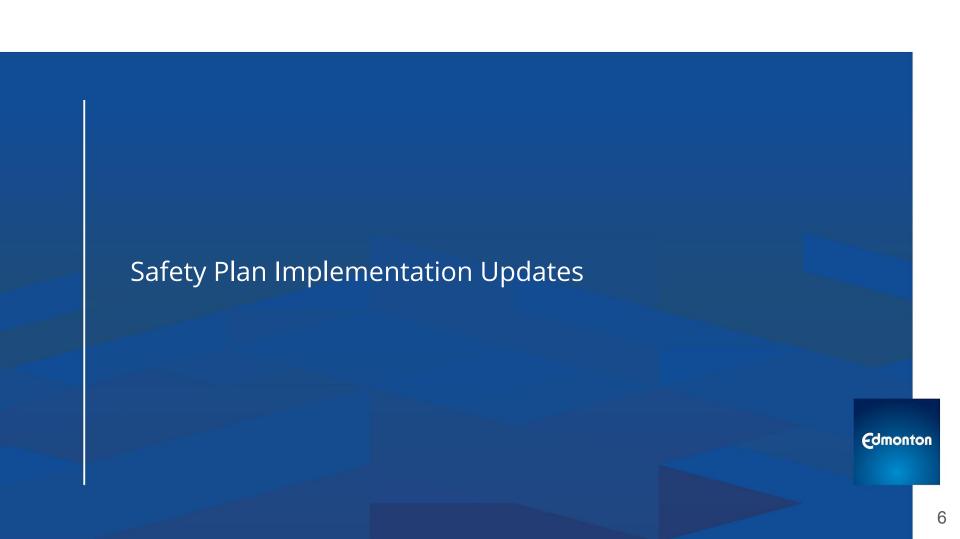
Key Activity	Resource
 Oversight & management of transit service delivery, including safety & security Respond to security reports; dispatch responders Monitor surveillance cameras 	Transit Control Centre
 Response & investigation of criminal activity Foot patrol & responding to calls for service 	Edmonton Police Service
 Crime reduction & prevention programming Bylaw enforcement Foot patrol & responding to calls for service COTT outreach support 	Transit Peace Officers • Deployed across the network
 Surveillance & patrols; reporting incidents Naloxone support for drug poisoning overdoses Washroom checks Customer service 	Security Guards • Deployed at 21 of 43 locations

GBA+ Community Feedback

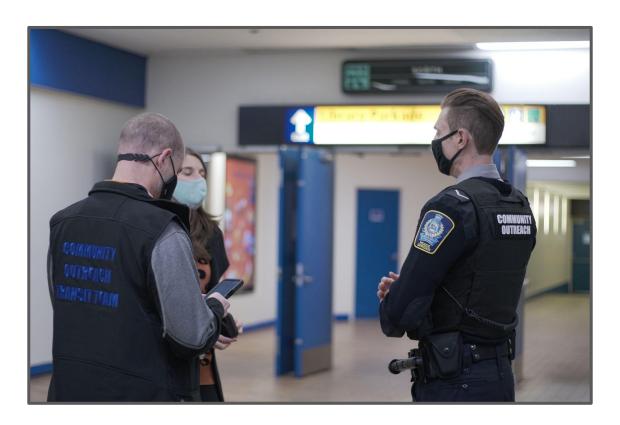
Hearing from groups like Muslim women, seniors, youth and other lived experiences we received feedback:

- Continue to explore further enhancements to transit location safety through CPTED, like improving lighting
- Develop bystander awareness communication
- Clarify roles and responsibilities of transit safety
- Continue to engage and work with stakeholders





Community Outreach Transit Teams





Transit Peace Officers

- Community Peace Officer Induction Training
- Transit Community Action Team (TCAT) - foot patrol program
- OT resources since January:
 - Almost 5000 hours
 - Proactive deployment and minimum staffing levels





Occupational Health and Safety

- Increased disorder in transit spaces is impacting staff
- Conducted extensive employee engagement and review
- Administrative controls alone do not eliminate the hazards of crime and disorder
 - Working with our EPS partners
- Implementing actions and controls to help eliminate workplace hazards
 - Open drug use
 - Criminal activity



Additional actions: Resources

- Director, Transit Safety
- Additional Transit Security Dispatchers
- Overdose prevention teams
- Reviewing how resources work together, including roles, alignment and capacity



Additional actions: Spaces

- Washroom reopenings
 - o 11 of 18 are open
 - Remainder open May 30th
- Fare gates as access control measures at some LRT stations for Council's consideration



Signage in washrooms



Additional actions: Communications

- Communicate regularly about safety enhancements
- A communications campaign to encourage ridership
- Bystander awareness campaign
- Focused storytelling Community Outreach Transit Teams
- Council and Leadership's support



Additional actions: Bylaw amendment

• Conduct of Transit Passengers Bylaw 8353





Edmonton